Business Process Procedures

7.20 REVERSE CORPORATE PAYMENT

Overview
These procedures walk an operator through the step-by-step process of reversing a payment on an external organization account.

Key Points
The Payment Corp Reversal process is used to correct an error in a transaction prior to reposting the transaction properly.

When using Payment Corp Reversal to record a dishonored payment, please follow the directions in 6.55 Processing Dishonored Payments.

Navigation
Student Financials > Charges and Payments > Reversals > Reverse Corporate Payment

Detailed Directions

Step 1
Navigate to the Payment Reversal page using the navigation above. The dialog window displays.

Enter NV280 as the Business Unit, or click to lookup.

Click Search.
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Step 2

The Payment Corp Reversal page appears.

Step 3

Click [Search]. The Payment Corp Reversal page appears for the External Org ID and term chosen.

Step 4

Locate the payment you wish to reverse and click [Reverse] for that line item. The Reversal Detail page displays.

Enter the External Org ID, or click [lookup] to look up.

Enter the term or click [search] to search.

Note

To further narrow the search criteria, you may choose to enter the Contract ID and/or the Payment ID Nbr also.
Step 5  
The Reversal Detail page opens.

Reversal Detail

Item Effective Date: 07/27/2004
Description: 
Reason: 

OK  Cancel

Accept the Item Effective Date default.

Enter a description identifying the reason for the reversal.
Enter a reason code or click to lookup.

Click OK.

Step 6  
The payment is successfully reversed when the Payment Detail page appears and turns gray.

Step 7  
If you wish, you may view the adjustment details by clicking the payment ID hyperlink on the reversed line.

Step 8  
The Payment Details page will appear. If the payment was reversed properly, the amount will now be $0.00 and the organization's balance increases by the amount reversed.